



GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to- date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAadvantage.gov.



**GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,  
SOFTWARE, AND SERVICES**

GS-35F-565GA

**132-51 – Information Technology Professional Services**

**132-45D - Risk and Vulnerability Assessments (RVA)**

Authorized Federal Supply Schedule Price List

GSA Schedule Offer and Pricelist Created By Sams Contracting Consulting and Training LLC

[www.samsct.com](http://www.samsct.com)

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**CONTRACT PERIOD:**

Jul 21 2017 - Jul 20 2022

**CONTRACTOR:**

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**BUSINESS SIZE:**

8(a), SDB, SB

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage, a menu-driven database system. The Internet address for GSA Advantage is: <http://www.GSAAdvantage.gov>.

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>.

## **ABOUT US**

Earthling Security is an SBA 8(a) certified small business with extensive years of delivering security and technology solutions to both the public sector and to commercial enterprises. We pride ourselves on being thought leaders and innovators in the cloud and security arena. We're on top of the technological trends and evolution that may impact the security and privacy of federal information systems and data. We have established strategic relationships within the government as well as the Security, Cloud Computing and DevOps industry to ensure secure and trusted solutions. Earthling Security provides a wide range of cyber security & cloud services including managed federal compliance, managed hosting, DevOps and security engineering, continuous monitoring, and more!

### **Big Data Solutions**

Earthling Cloud has vast expertise helping organizations overcome the complexities of AWS by quickly building and deploying highly scalable and secure applications leveraging Amazon Web Services Big Data Solutions. By integrating all of your data sets, we create instant access to business insights that enable prescriptive data-driven decision making within the organization. Let our AWS Big Data Architects do all of the "heavy lifting" so that your team of developers and data scientists can focus on your organization's core competencies.

Our team leverages the 3 S's of AWS Big Data applications. Scale applications that handle terabytes to petabytes of data and spin up clusters with hundreds of nodes in minutes. Support broad spectrums of analytics – regardless of their variety, volume, and velocity. Save by only paying for what you use, with on-demand provisioning of your Big Data applications that scale up and down automatically.

### **Security Engineering**

Earthling Security's team of expert security engineers and architects deliver the value of a managed secure deployment without the hassle. Earthling's DevOps team focuses on establishing a powerful engineering architecture, sharpening threat detection and response functions to improve resiliency against attacks. We offer services and support involving configuration, automation, analysis, and resolution, including implementing systems designed to support and enhance other security functions. Our Secure DevOps approach to engineering enables organizations to effectively deploy systems with appropriate security controls built in. We go further to quickly and seamlessly add them to legacy systems in order to protect existing data. Earthling Security's extensive experience providing engineering & architecture services includes dedicated support spanning across various environments. Contact an Earthling representative today to see how we can help drive your organization's success.

### **Secure Application Development**

Our certified engineers work to develop a unique cloud structure that helps companies take business to the next level. From coding and development to testing and production - Earthling secures your applications at every point in the Software Development Lifecycle (SDLC). Earthling's experts use a strategic, policy-based approach to application security to ensure cost-effective, secure scalability. Our centralized cloud-based platform scales to cover your global application infrastructure.

## DevOps and Automation

DevOps Automation optimizes release management to support continuous integration and deployment in agile environments. DevOps isn't a tool or a product. It's an approach to operations. By uniting development and operations teams to automate and standardize processes for infrastructure deployment, you get faster innovation, accelerated time to market, improved deployment quality, better operational efficiency, and more time to focus on your core business goals.



The FedRAMP Program addresses the new risks and security concerns that are associated with new cloud technology.

- FedRAMP 3PAO
- FedRAMP Continuous Monitoring
- FedRAMP Advisory & Documentation
- FedRAMP Architecture

Earthling Security's **FedRAMP-as-a-Service™** is a bundled and automated solution composed of secure cloud products and customized professional services intended for the federal government. Available in AWS & Microsoft Azure!

FedRAMP-as-a-Service is a flexible full cloud stack service offering that is managed by our proprietary dashboard and integrated with Native AWS services, selected open source tools and partner commercial products. FedRAMP-as-a-Service includes all the requirements for an organizations software application or a platform to attain a FedRAMP Authority to Operate in order to sell their cloud based services to the government. We offer services covering everything from planning, strategy and design, to sponsorship, security controls, 3PAO preparation, SecOps and Continuous Monitoring.

Over the last few years, cloud computing has been slowly but surely moving towards the federal government. More and more agencies are starting to see the drastic cost and efficiency benefits of the cloud over 'On Premise' or Co-location hosting. Among some of the factors that caused reluctant adoption, security seemed to be the most visible. The FedRAMP Program addresses the new risks and security concerns that are associated with this new technology.

The Federal Risk and Authorization Management Program (FedRAMP) was developed to provide a cost-effective, risk-based approach for the adoption and use of cloud services within the federal space. FedRAMP sets forth guidelines and requirements for agencies and vendors to adequately assess, authorize, and monitor cloud services and products throughout its lifecycle.

Earthling Security is highly involved in vetting and researching cloud security and compliance in the federal government. We have extensive and unique experience with major players in the Federal Government as well as various Cloud Service Providers. FedRAMP will use a conformity assessment process to demonstrate that cloud computing services offered by Cloud Service Providers (CSP) meet specified security requirements. This assessment will be conducted in accordance with the latest revision of NIST 800-53 security control standards and the additional FedRAMP controls issued by GSA.

## CUSTOMER INFORMATION

1a. Awarded Special Item Numbers (SINs):

- 132 51
- 132-45D

1b. Lowest-priced model number and lowest unit price for that model for each awarded:

- Analyst I - \$85.24

1c. Labor Category Descriptions and Hourly Rates:

SIN	POSITION	GSA RATE W/IFF
<b>132-51</b>	Analyst I	\$85.24
<b>132-51</b>	Analyst II	\$99.45
<b>132-51</b>	Analyst III	\$113.65
<b>132-51</b>	Cloud Computing SME I	\$137.33
<b>132-51</b>	Cloud Computing SME II	\$151.54
<b>132-51</b>	Cloud Computing SME III	\$165.74
<b>132-51</b>	Configuration Specialist	\$127.86
<b>132-51</b>	Enterprise Architect	\$184.69
<b>132-51</b>	IT Consultant I	\$99.45
<b>132-51</b>	IT Consultant II	\$113.65
<b>132-51</b>	IT Consultant III	\$127.86
<b>132-51</b>	Network Administrator - Junior	\$99.45
<b>132-51</b>	Network Administrator - Senior	\$113.65
<b>132-51</b>	Network Engineer - Junior	\$108.92
<b>132-51</b>	Network Engineer - Senior	\$123.12
<b>132-51</b>	Program Manager	\$146.80
<b>132-51</b>	Project Manager	\$108.92
<b>132-45D</b>	Information Assurance Subject Matter Expert I	\$137.33
<b>132-45D</b>	Information Assurance Subject Matter Expert II	\$151.54
<b>132-45D</b>	Information Assurance Subject Matter Expert III	\$165.74
<b>132-51</b>	Software Engineer I	\$108.92
<b>132-51</b>	Software Engineer II	\$123.12
<b>132-51</b>	Software Engineer III	\$137.33
<b>132-51</b>	Systems Administrator - Junior	\$99.45
<b>132-51</b>	Systems Administrator - Senior	\$113.65
<b>132-51</b>	Systems Engineer - Junior	\$108.92
<b>132-51</b>	Systems Engineer - Senior	\$123.12
<b>132-51</b>	*Technical Writer	\$89.97

## LABOR CATEGORY DESCRIPTIONS

<b>Commercial Job Title:</b>	<b>Analyst I</b>
<b>Minimum/General Experience:</b>	1 Year of related Technical Experience
<b>Functional Responsibility:</b>	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Analyst II</b>
<b>Minimum/General Experience:</b>	3 Years of related Technical Experience
<b>Functional Responsibility:</b>	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve more complex problems with minimal supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Analyst III</b>
<b>Minimum/General Experience:</b>	5 Years of related Technical Experience
<b>Functional Responsibility:</b>	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve all problems with no supervision required. Shall supervise junior personnel.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Configuration Specialist</b>
<b>Minimum/General Experience:</b>	7 Years of related Technical Experience
<b>Functional Responsibility:</b>	Provide configuration/data management, data modeling and configuration control. May also perform software component configuration, analysis, software monitoring, and performance optimization.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Enterprise Architect</b>
<b>Minimum/General Experience:</b>	15 Years of related Technical Experience
<b>Functional Responsibility:</b>	<p>Designs and develops complex business solutions using a variety of computer technologies. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking.</p> <p>Applies knowledge of complex concepts and techniques to develop and implement automated solutions to engineering, scientific, or business data acquisition and management problems. Uses scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of technology systems hardware or software design and operation.. Evaluates and recommends optimum solutions balancing specific project needs with economic constraints.. Formulates architectural design, functional specification, interfaces and documentation of computer systems considering system interrelationships, operating modes, and equipment configurations. Responsible for developing project plans, justifications, guidelines, and controls.</p>
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>IT Consultant I</b>
<b>Minimum/General Experience:</b>	5 Years of related Technical Experience
<b>Functional Responsibility:</b>	Professional providing General IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. Can perform minor tasks under supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field



<b>Commercial Job Title:</b>	<b>IT Consultant II</b>
<b>Minimum/General Experience:</b>	9 Years of related Technical Experience
<b>Functional Responsibility:</b>	Professional providing General IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. Can perform more complex tasks under minimal supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>IT Consultant III</b>
<b>Minimum/General Experience:</b>	12 Years of related Technical Experience
<b>Functional Responsibility:</b>	Professional providing General IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. Can perform all tasks with no supervision required.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Network Administrator – Junior</b>
<b>Minimum/General Experience:</b>	3 Year of related Technical Experience
<b>Functional Responsibility:</b>	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Network Administrator – Senior</b>
<b>Minimum/General Experience:</b>	7 Years of related Technical Experience
<b>Functional Responsibility:</b>	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures.
<b>Minimum Education:</b>	Bachelors Degree in related field



<b>Commercial Job Title:</b>	<b>Network Engineer – Junior</b>
<b>Minimum/General Experience:</b>	5 Years of related Technical Experience
<b>Functional Responsibility:</b>	Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Network Engineer – Senior</b>
<b>Minimum/General Experience:</b>	9 Years of related Technical Experience
<b>Functional Responsibility:</b>	Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Program Manager</b>
<b>Minimum/General Experience:</b>	9 Years of related Technical Experience
<b>Functional Responsibility:</b>	Provides program management for multiple projects. Prepares project implementation plan, coordinates project activities, monitors project milestones, and provides progress reports. Responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure adherence to contractual obligations, establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the completion of all assigned tasks Performs overall management of contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Able to manage all programs with no supervision required.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Project Manager</b>
<b>Minimum/General Experience:</b>	5 Years of related Technical Experience
<b>Functional Responsibility:</b>	<p>Responsible for assisting the management of small to medium-sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles.</p> <p>Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills. Able to manage more complex projects with no supervision required.</p>
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Information Assurance Subject Matter Expert I</b>
<b>Minimum/General Experience:</b>	7 Years of related Technical Experience
<b>Functional Responsibility:</b>	Provides oversight of incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets. Performs proactive security monitoring and reporting on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malware prevention, Firewalls, IDS &IPS, Web Security, etc.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Information Assurance Subject Matter Expert II</b>
<b>Minimum/General Experience:</b>	11 Years of related Technical Experience
<b>Functional Responsibility:</b>	Provides oversight of incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets. Performs proactive security monitoring and reporting on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malware prevention, Firewalls, IDS &IPS, Web Security, etc.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Commercial Job Title:</b>	<b>Information Assurance Subject Matter Expert III</b>
<b>Minimum/General Experience:</b>	15 Years of related Technical Experience
<b>Functional Responsibility:</b>	Provides oversight of incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets. Performs proactive security monitoring and reporting on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malware prevention, Firewalls, IDS &IPS, Web Security, etc.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Systems Administrator - Junior</b>
<b>Minimum Experience:</b>	3 Year of related Technical Experience
<b>Job Description:</b>	Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Systems Administrator - Senior</b>
<b>Minimum Experience:</b>	7 Years of related Technical Experience
<b>Job Description:</b>	Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Systems Engineer - Junior</b>
<b>Minimum Experience:</b>	5 Years of related Technical Experience
<b>Job Description:</b>	(a) Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. (b) Develops integrated system test requirement, strategies, devices and systems. (c) Directs overall system level testing. Generally works under supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Systems Engineer - Senior</b>
<b>Minimum Experience:</b>	9 Years of related Technical Experience
<b>Job Description:</b>	(a) Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. (b) Develops integrated system test requirement, strategies, devices and systems. (c) Directs overall system level testing. Can perform more complex tasks with minimal supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>*Technical Writer</b>
<b>Minimum Experience:</b>	5 Years of related Technical Experience
<b>Job Description:</b>	Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards of associated IT projects. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Cloud Computing SME I</b>
<b>Minimum Experience:</b>	7 Years of related Technical Experience
<b>Job Description:</b>	A cloud computing SME is an IT professional who is responsible for overseeing a company's cloud computing strategy. This includes cloud adoption plans, cloud application design, and cloud management and monitoring. Cloud architects oversee application architecture and deployment in cloud environments -- including public cloud, private cloud and hybrid cloud. Additionally, cloud architects act as consultants to their organization and need to stay up-to-date on the latest trends and issues. Can perform most tasks under general supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Cloud Computing SME II</b>
<b>Minimum Experience:</b>	11 Years of related Technical Experience
<b>Job Description:</b>	A cloud computing SME is an IT professional who is responsible for overseeing a company's cloud computing strategy. This includes cloud adoption plans, cloud application design, and cloud management and monitoring. Cloud architects oversee application architecture and deployment in cloud environments -- including public cloud, private cloud and hybrid cloud. Additionally, cloud architects act as consultants to their organization and need to stay up-to-date on the latest trends and issues. Can perform most tasks under minimal supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Cloud Computing SME III</b>
<b>Minimum Experience:</b>	15 Years of related Technical Experience
<b>Job Description:</b>	A cloud computing SME is an IT professional who is responsible for overseeing a company's cloud computing strategy. This includes cloud adoption plans, cloud application design, and cloud management and monitoring. Cloud architects oversee application architecture and deployment in cloud environments -- including public cloud, private cloud and hybrid cloud. Additionally, cloud architects act as consultants to their organization and need to stay up-to-date on the latest trends and issues. Can perform all tasks with no supervision required. Supervises junior personnel.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Software Engineer I</b>
<b>Minimum Experience:</b>	1 Year of related Technical Experience
<b>Job Description:</b>	Software engineers are responsible for the complete life cycle of a new or modified software product, from research and design to implementation, training and support. The skills of software engineers are called upon when operational problems are encountered with computer programs and applications. Can perform minor tasks under general supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Software Engineer II</b>
<b>Minimum Experience:</b>	5 Years of related Technical Experience
<b>Job Description:</b>	Software engineers are responsible for the complete life cycle of a new or modified software product, from research and design to implementation, training and support. The skills of software engineers are called upon when operational problems are encountered with computer programs and applications. Can perform most tasks under minimal supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

<b>Labor Category:</b>	<b>Software Engineer III</b>
<b>Minimum Experience:</b>	9 Years of related Technical Experience
<b>Job Description:</b>	Software engineers are responsible for the complete life cycle of a new or modified software product, from research and design to implementation, training and support. The skills of software engineers are called upon when operational problems are encountered with computer programs and applications. Can perform most tasks under minimal supervision.
<b>Minimum Education:</b>	Bachelors Degree in related field

**\*Service Contract Act:** The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

## SUBSTITUTION OF EDUCATION/EXPERIENCE

### DEGREE REQUIREMENT

### SUBSTITUTION OF RELEVANT EXPERIENCE

<b>ASSOCIATES DEGREE</b>	2 Additional Years
<b>BACHELORS DEGREE</b>	4 Additional Years
<b>MASTERS DEGREE</b>	6 Additional Years
<b>PHD</b>	8 Additional Years

2. Maximum Order: \$500,000
3. Minimum Order: \$100.00
4. Geographic Coverage (Delivery Area): Domestic
5. Point of production: Same as company address
6. Discount from list prices: Federal Government price is list price minus 6% discount.
7. Quantity Discounts: Additional 1% discount off orders that total \$250K or greater
8. Prompt Payment Terms: 1.5% Net 10
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold: Yes
- 9b. Government purchase cards are accepted above the micro-purchase threshold: Yes
10. Foreign Items: None
- 11a. Time of Delivery: As agreed in each task/delivery order
- 11b. Expedited Delivery: Contact Contractor
- 11c. Overnight and 2-day Delivery: Contact Contractor
- 11d. Urgent Requirements: Contact Contractor
12. F.O.B. Point(s): Destination
- 13a. Ordering Address: Contractor Address
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. Payment address(es): Contractor Address
15. Warranty provision. Standard 1 Year Warranty
16. Export packing charges, if applicable. N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Credit Cards accepted up to \$25k
18. Terms and conditions of rental, maintenance, and repair (if applicable) N/A
19. Terms and conditions of installation (if applicable). N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A
- 20a. Terms and conditions for any other services (if applicable) N/A
21. List of service and distribution points (if applicable). Contractor Address



22. List of participating dealers (if applicable). N/A
23. Preventive maintenance (if applicable). N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor website or other location.) The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/). N/A
25. Data Universal Number System (DUNS) number. 078751779
26. Notification regarding registration in Central Contractor Registration (CCR) database.
- SAM registration is valid through 04/07/2018

**TERMS AND CONDITIONS APPLICABLE TO HIGHLY ADAPTIVE CYBERSECURITY  
SERVICES (HACS)  
(SPECIAL ITEM NUMBERS 132-45A, 132-45B, 132-45C and 132-45D)**

**Vendor suitability for offering services through the Highly Adaptive Cybersecurity Services (HACS) SINs must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:**

- **Federal Acquisition Regulation (FAR) Part 52.204-21**
- **OMB Memorandum M-06-19** - Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments
- **OMB Memorandum M -07-16** - Safeguarding Against and Responding to the Breach of Personally Identifiable Information
- **OMB Memorandum M-16-03** - Fiscal Year 2015-2016 Guidance on Federal Information Security and Privacy Management Requirements
- **OMB Memorandum M-16-04** – Cybersecurity Implementation Plan (CSIP) for Federal Civilian Government
- **The Cybersecurity National Action Plan (CNAP)**
- **NIST SP 800-14** - Generally Accepted Principles and Practices for Securing Information Technology Systems
- **NIST SP 800-27A** - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- **NIST SP 800-30** - Guide for Conducting Risk Assessments
- **NIST SP 800-35** - Guide to Information Technology Security Services
- **NIST SP 800-37** - Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach
- **NIST SP 800-39** - Managing Information Security Risk: Organization, Mission, and Information System View
- **NIST SP 800-44** - Guidelines on Securing Public Web Servers
- **NIST SP 800-48** - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- **NIST SP 800-53** – Security and Privacy Controls for Federal Information Systems and Organizations
- **NIST SP 800-61** - Computer Security Incident Handling Guide
- **NIST SP 800-64** - Security Considerations in the System Development Life Cycle

- **NIST SP 800-82** - Guide to Industrial Control Systems (ICS) Security
- **NIST SP 800-86** - Guide to Integrating Forensic Techniques into Incident Response
- **NIST SP 800-115** - Technical Guide to Information Security Testing and Assessment
- **NIST SP 800-128** - Guide for Security-Focused Configuration Management of Information Systems
- **NIST SP 800-137** - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- **NIST SP 800-153** - Guidelines for Securing Wireless Local Area Networks (WLANs)
- **NIST SP 800-171** - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations

**\*\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support Highly Adaptive Cybersecurity Services, and cannot be purchased separately.**

**\*\*\*\*NOTE: All labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Highly Adaptive Cybersecurity Services SINs.**

## **1. SCOPE**

- a. The labor categories, prices, terms and conditions stated under Special Item Numbers 132-45A, 132-45B, 132-45C and 132-45D High Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.
- b. Services under these SINs are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8), and may be quoted along with services to provide a total solution.
- c. These SINs provide ordering activities with access to Highly Adaptive Cybersecurity services only.
- d. Highly Adaptive Cybersecurity Services provided under these SINs shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

## **2. ORDER**

- a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

### **3. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b. The Contractor agrees to render services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the

Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

- d. Any Contractor travel required in the performance of Highly Adaptive Cybersecurity Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

### **4. INSPECTION OF SERVICES**

Inspection of services is in accordance with 552.212-4 - CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (MAY 2015) (ALTERNATE II – JUL 2009) (FAR DEVIATION – JUL 2015) (TAILORED) for Firm-Fixed Price and Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

### **5. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

### **6. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to the ordering activity's security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

### **7. INDEPENDENT CONTRACTOR**

All Highly Adaptive Cybersecurity Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

### **8. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture

involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives,

directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **9. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for Highly Adaptive Cybersecurity Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products.

Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **10. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **11. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## **12. DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of Highly Adaptive Cybersecurity Service offered under Special Item Numbers 132-45A, 132-45B, 132-45C and 132-45D for Highly Adaptive Cybersecurity Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all Highly Adaptive Cybersecurity Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates,, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented (see SCP FSS 004)

## EXAMPLE

Commercial Job Title: Computer Network Defense Analysis

Description: Uses defensive measures and information collected from a variety of sources to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats.

Professionals involved in this specialty perform the following tasks:

- Provide timely detection, identification, and alerting of possible attacks/intrusions, anomalous activities, and misuse activities and distinguish these incidents and events from benign activities
- Provide daily summary reports of network events and activity relevant to Computer Network Defense practices
- Monitor external data sources (e.g., Computer Network Defense vendor sites, Computer Emergency Response Teams, SANS, Security Focus) to maintain currency of Computer Network Defense threat condition and determine which security issues may have an impact on the enterprise.

Knowledge, Skills and Abilities: Knowledge of applicable laws (e.g., Electronic Communications Privacy Act, Foreign Intelligence Surveillance Act, Protect America Act, search and seizure laws, civil liberties and privacy laws, etc.), statutes (e.g., in Titles 10, 18, 32, 50 in U.S. Code), Presidential Directives, executive branch guidelines, and/or administrative/criminal legal guidelines and procedures relevant to work performed

Minimum Experience: 5 Years

Minimum Education Requirements: a bachelor's of science degree with a concentration in computer science, cybersecurity services, management information systems (MIS), engineering or information science is essential.

Highly Desirable: Offensive Security Certified Professional (OSCP) or commercial Cybersecurity advanced certification(s).

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND IDENTITY ACCESS  
MANAGEMENT PROFESSIONAL SERVICES  
(SPECIAL ITEM NUMBER 132-60F)**

### **1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

### **2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

### **3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

### **4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

### **5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS □ COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I □ □ OCT 2008)

(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.



“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products.

Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

### **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

### **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

### **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

### **16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science